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# **Survey Results**

## **DMHA Consumer Services Review**

### **Coordinator Survey**

**Tuesday, April 3, 2007**  
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Indiana FSSA DMHA

Indiana Family and Social Services Administration  
Division of Mental Health and Addiction  
WebSurveyor  
Report Name: SFY2007 CSR Coordinator Survey Report  
Report Generated: 04/03/2007 (M. Connor)

## Survey Response

This report contains the results to the survey titled *DMHA Consumer Services Review Coordinator Survey*. The results include answers from all respondents who took the survey in the 35 day period from Thursday, February 22, 2007 to Wednesday, March 28, 2007. Twenty-eight (28) completed responses were received to the survey during this time, with 30 Community Mental Health Centers having had at least one coordinator assist with the reviews. Comments have not been edited, including any grammatical or typing errors.

## Survey Results

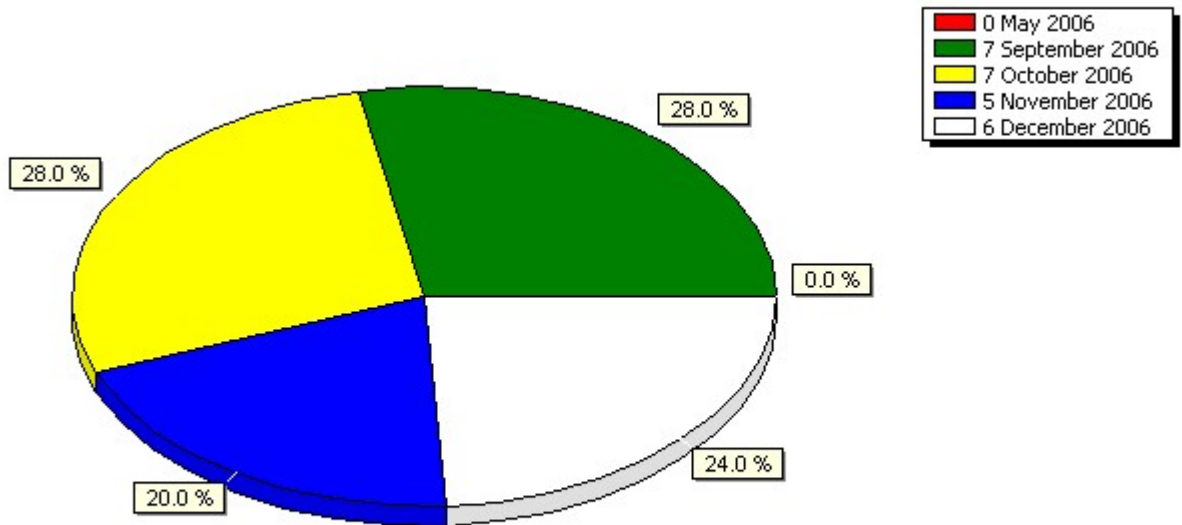
**Survey:** DMHA Consumer Services Review Coordinator Survey

**Author:** Gina Eckart

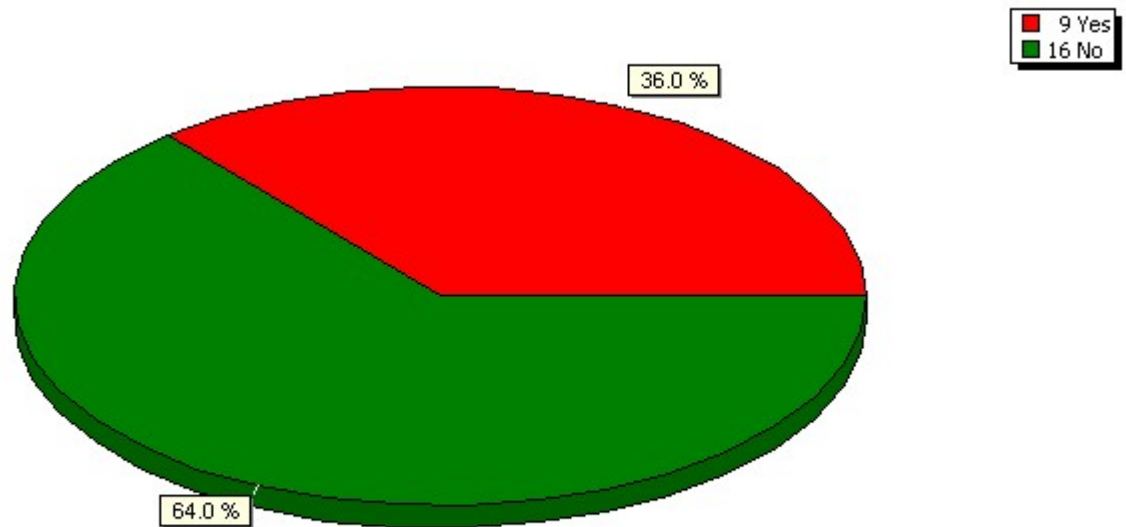
**Filter:**

**Responses Received:** 28

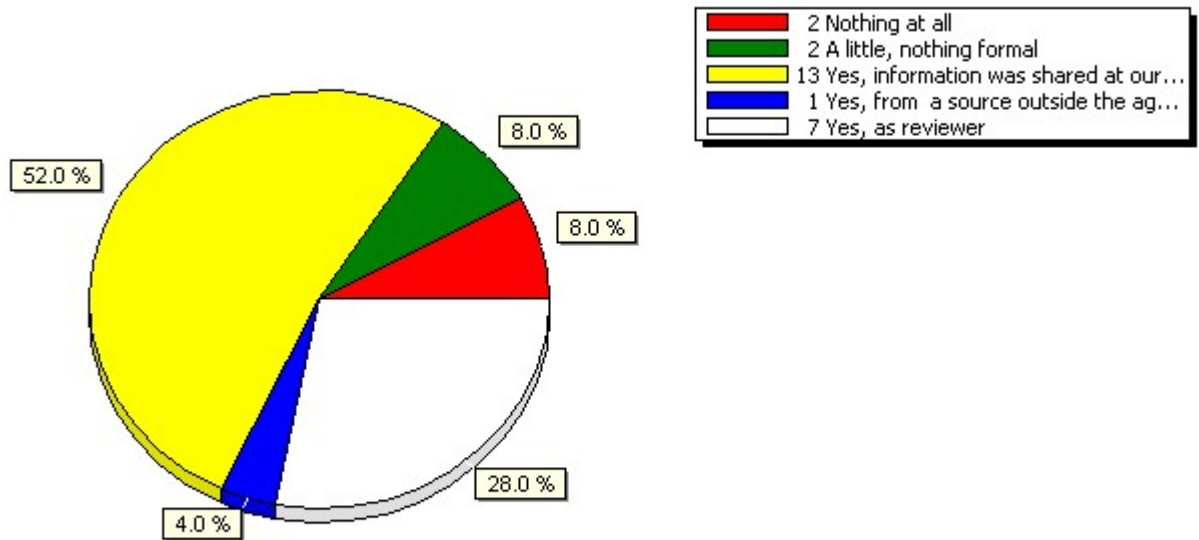
3) In what month did your agency review occur?



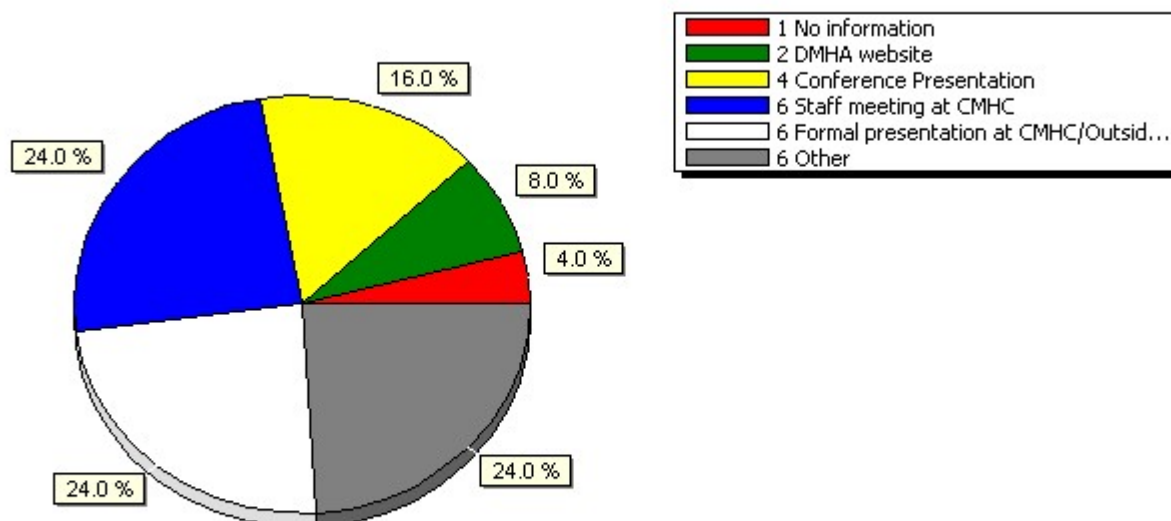
4) Did you also participate as a CSR Reviewer?



- 5) We would now like to get your feedback on the support you received prior to the review as well as support during the review process. Prior to your agency preparing for the review, had you heard of CSR?



6) What was the format in which you have received information about CSR prior to the review?:

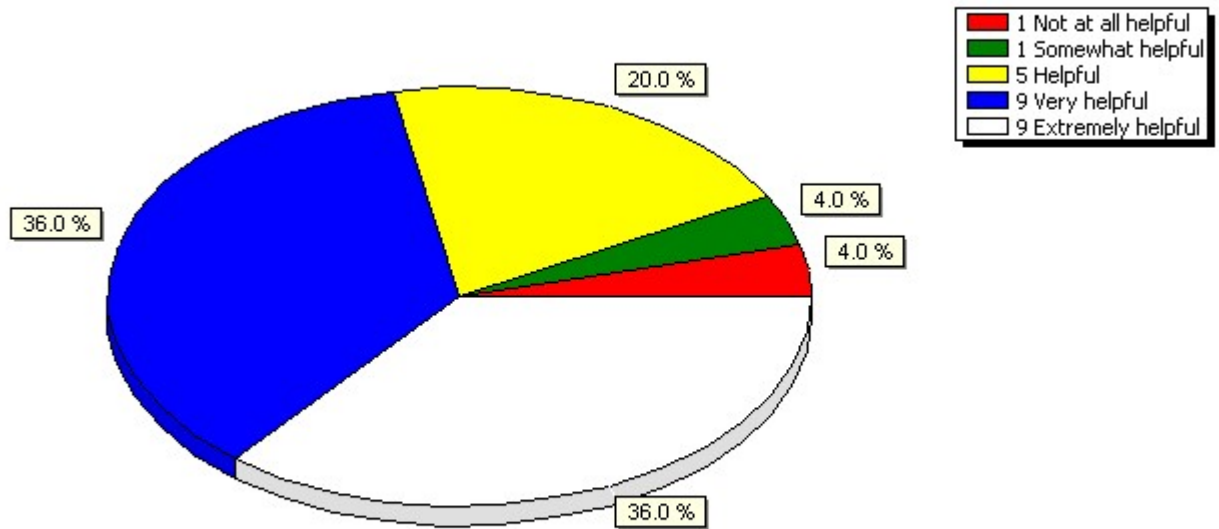


Other Responses:

I sat on the Child-Adolescent instrument design team
Was a reviewer in a previous survey
I was informed by my CEO. I participated in the protocol development.
Reveiwer training
Informal meeting with our CEO
CSR protocol development team and reviewer training
Formal presentation by DMHA, web information and conference calls with DMHA Coordinator

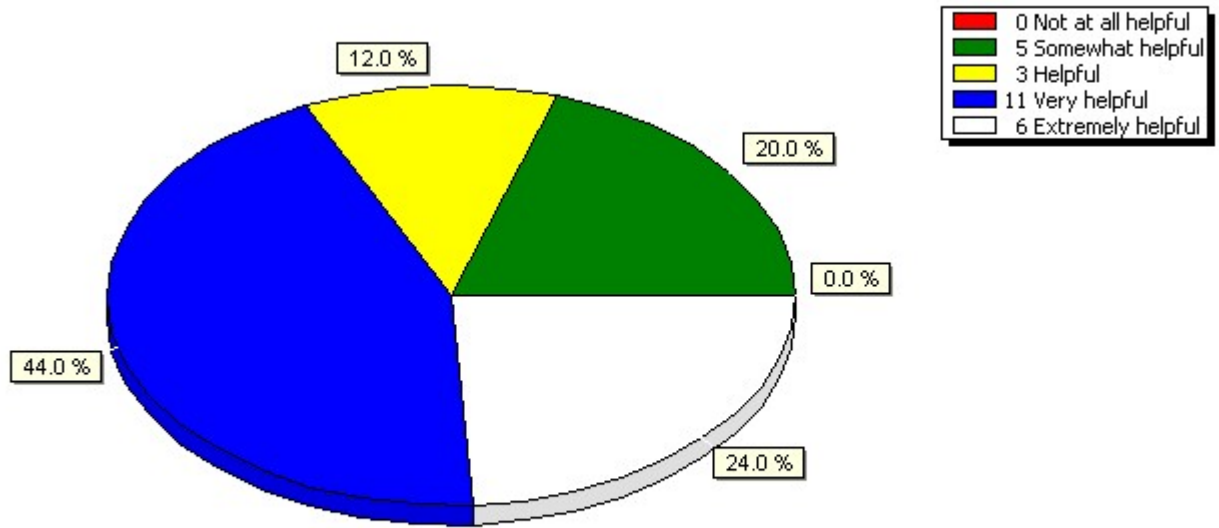
## Indiana FSSA DMHA

7) Overall, how helpful do you feel the Coordinator Conference calls were in assisting you as a Coordinator?



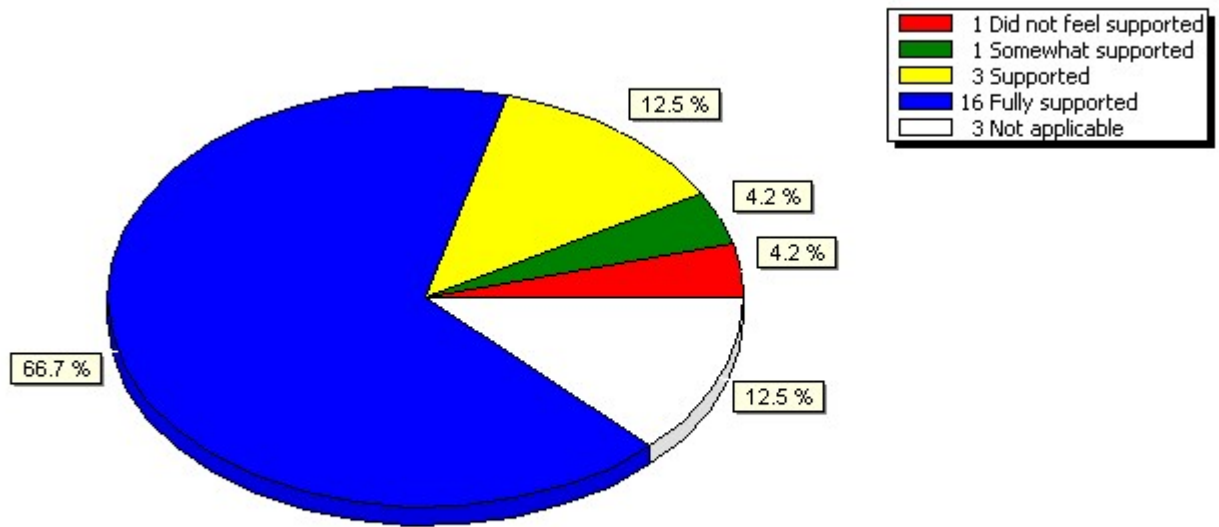


8) Overall, how helpful do you feel the templates (schedule, letters, summaries, etc.) were in assisting you as a Coordinator?



## Indiana FSSA DMHA

9) The support I received from DMHA during the review week was:



# Indiana FSSA DMHA

10) Please give comments regarding the Coordinator's role in CSR that you feel may be helpful in planning future coordination/training/review structure (opportunity for feedback on the process will follow) :

<b>Please give comments regarding the Coordinator's role in CSR that you feel may be helpful in planning future coordination/training/review structure (opportunity for feedback on the process will follow) :</b>
The conf. calls were helpful in keeping me on task. By following up each week from the conf. call I was able to complete all necessary requirements.
Send information both electronically and hard copies if possible.
extremely important in pulling it all together before, during and after
The process does demand considerable time, more than I was anticipating. We solved that problem by delegating and sharing responsibility. That worked out well, but was a challenging process in itself.
It is helpful to have been in another survey or to talk in person to a peer who has provided this role to see what works and what doesn't. One mainly needs to be prepared for the amount of time it takes to coordinate this and address last minute.
None
Being the Coordinator and not a reviewer was challenging at times. However, it may have helped in other ways.
Knowing how the reviewer's work made the work easier.
It took a lot of time...
Mock Process
Important to keep on schedule and to delegate to care coordinator in developing the schedule
The process is extraordinarily time consuming; it took the major part of each week for 6-8 weeks to prepare for the review itself. If there were to be another survey, I would have to delegate it to someone else with time to do little else.
If possible decrease the amount of paperwork.
Very time consuming/not being a reviewer made it more difficult
Very time consuming/not being a reviewer made it more difficult
The time required to pull this all together was staggering and what we expected of the staff who were working with the clients was totally unreasonable. Re the above question, I basically had little or no contact with DMHA staff during the week of

## Indiana FSSA DMHA

I never did receive a conference call.
Maybe to mail out a support packet - to support the email versions that were sent as well.
I was surprised at how much time it required from the Coordinator. the conference calls were extremely helpful to get information, ask questions, and mostly just to set help me organize the pieces and set deadlines.

11) What changes would you recommend to the Coordination Process?

<b>What changes would you recommend to the Coordination Process?</b>
Nothing on the State's end, I should have spent more time educating my staff about the process.
The selection of cases was cumbersome. May be let the coordinator provide the list of open cases.
More notice and bigger population to pull clients from
While I'd like to see it be simpler, I'm not clear how that could be accomplished and still assure well-choreographed review. As such, I really don't see a practical way of streamlining the process too much without losing useful information.
May want to use a mentor type of approach.
I would suggest more time between steps. The response time expectations for clinicians were challenging.
I think it will get easier each time. Some was difficult due to no prior experience with the process.
The selection of cases poses a problem in chasing someone to participate who is trying to evade the CMHC. Allowing some increased flexibility for cases would ease this, of course this would have to be balanced with having a representative sample.
It would be very helpful if you gave a a large group of possible clients and we pick which ones to approach. We spent many people's (staff and client) time trying to get clients to agree.
none really
outline of target dates for task completion with a focus on schedule development are key factors to keep
Find some ways to streamline the process so as to be less time consuming. Have better client population representation (we had no additions, mostly ACT clients for SMIs)
not sure

## Indiana FSSA DMHA

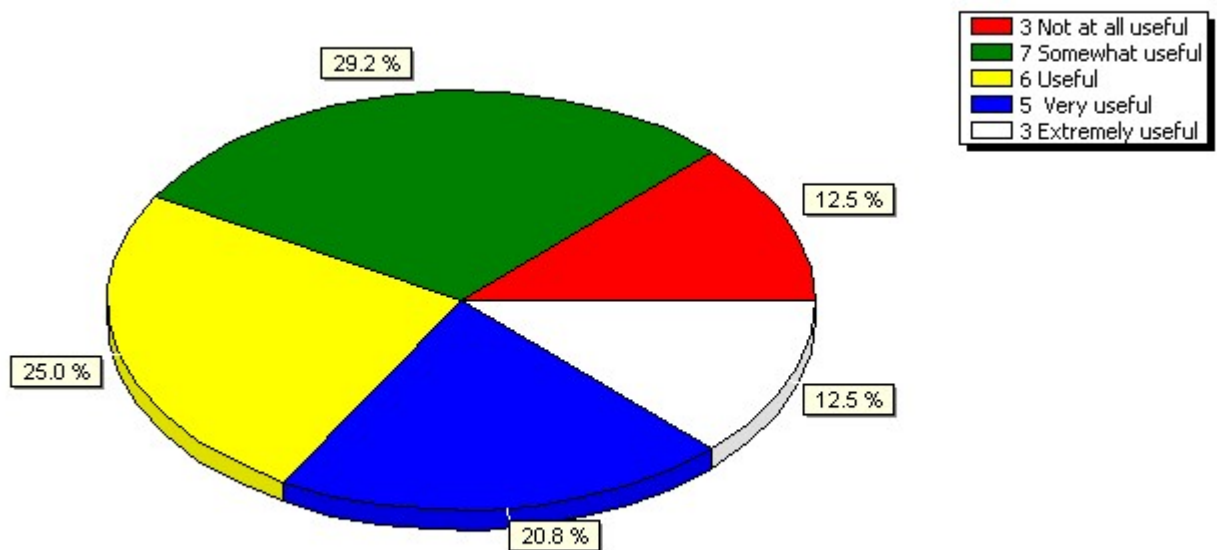
being

give a larger pool of adults and children to get a specific # of each rather than spending weeks trying to get a specified client to participate only to call for a new client late in the process

I saw no value in the process so I hope it doesn't happen again.

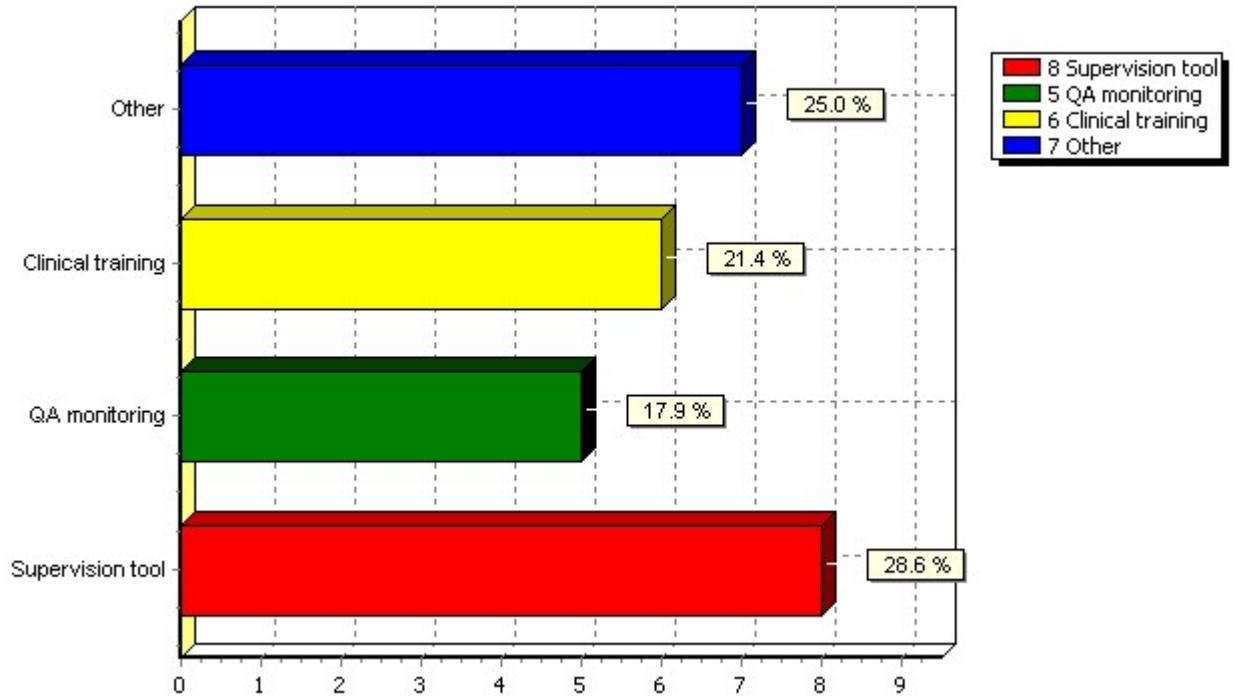
Double the amount of clients identified int he beginning.

12) The following questions are specific to your opinions on the Consumer Service Review Process overall. Please indicate overall how useful you believe the CSR process is:



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- 13) Has your agency incorporated the CSR process in any of the following ways? Check all that apply.

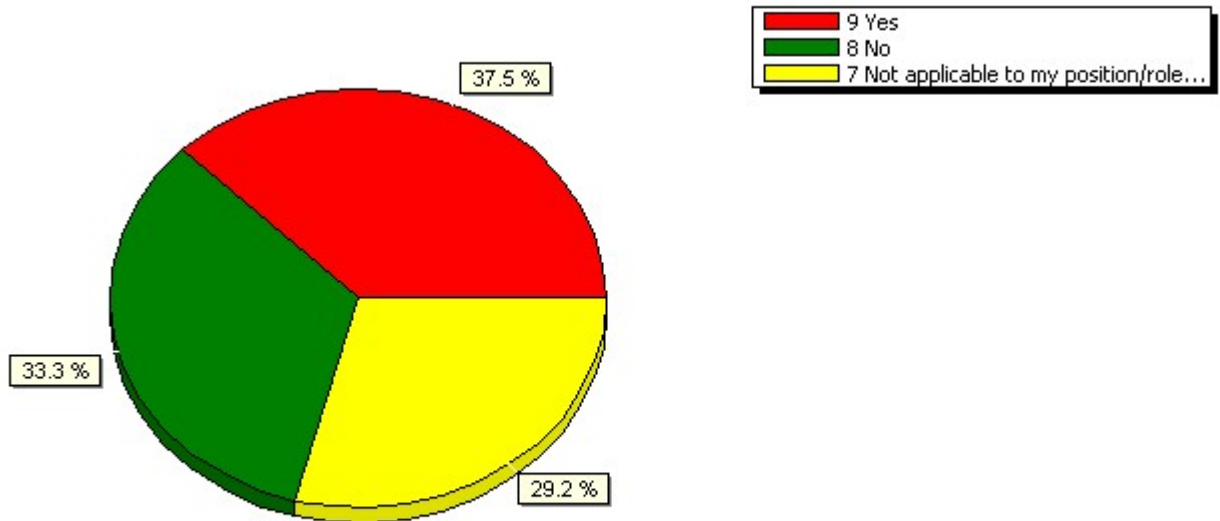


Other

### Responses:

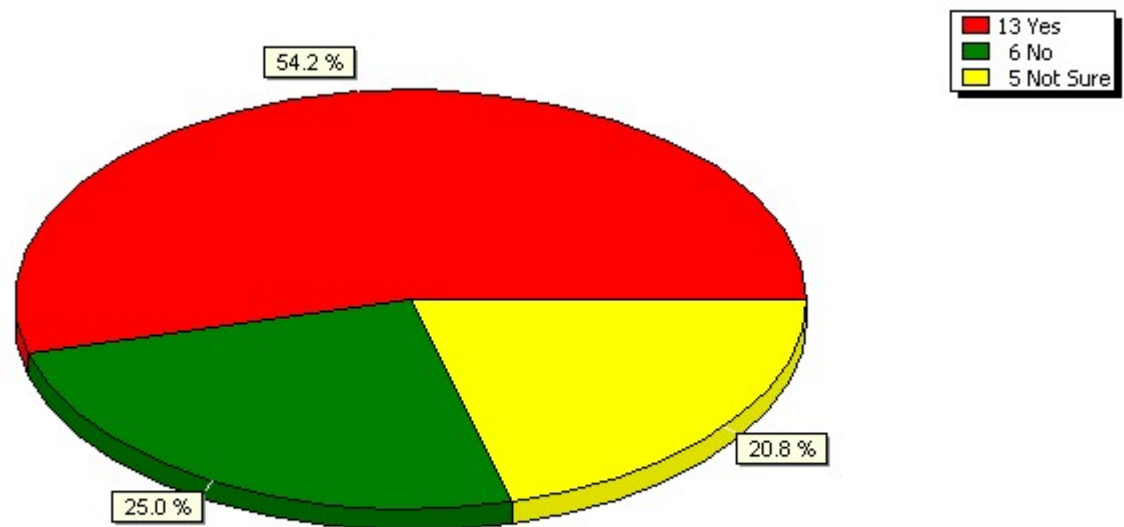
have not incorporated
Program design and development
We have not yet incorporated the process, however we are currently looking at ways to do so.
have changed our documentation formats to incorporate CASR terminology
Information from conclusions reached was shared with managers, staff participants. Our two reviewers, being managers, may have incorporated some of the process into their supervision/management
I have used the feedback for supervision and to assist with training, Eventually it would be nice to tie into QA. Seems like we are holding our breath to see what direction the Feds and State are going. Seems like lots of ambiguous messages .
I'm not sure how each department is using the information
Not at this time but we have discussed possible ways to do it.

14) Have you personally used any parts of the CSR protocol/material when you returned to your work?



## Indiana FSSA DMHA

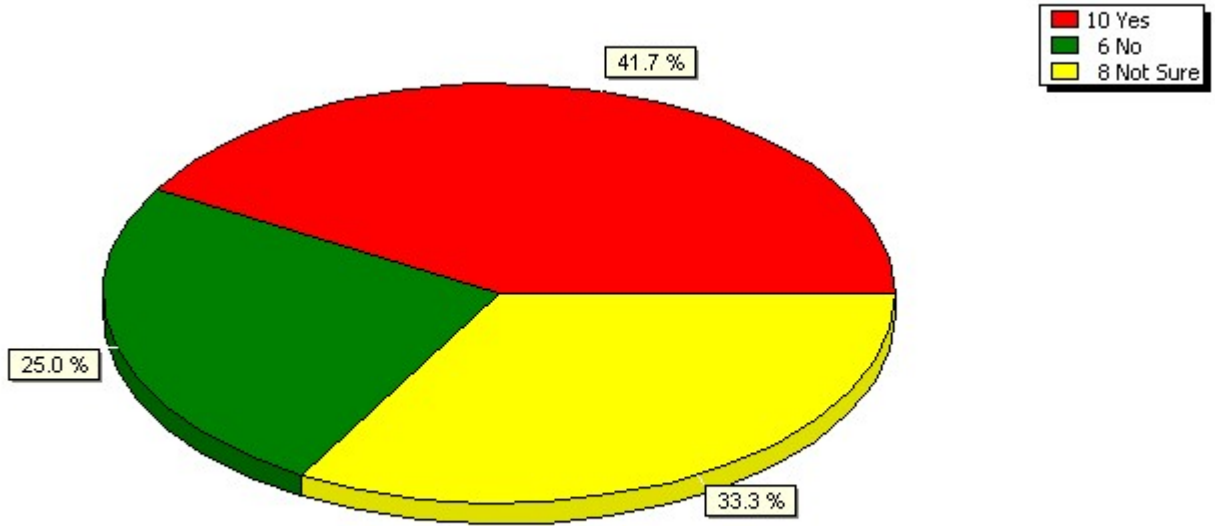
15) Do you believe this process was a benefit to your agency?



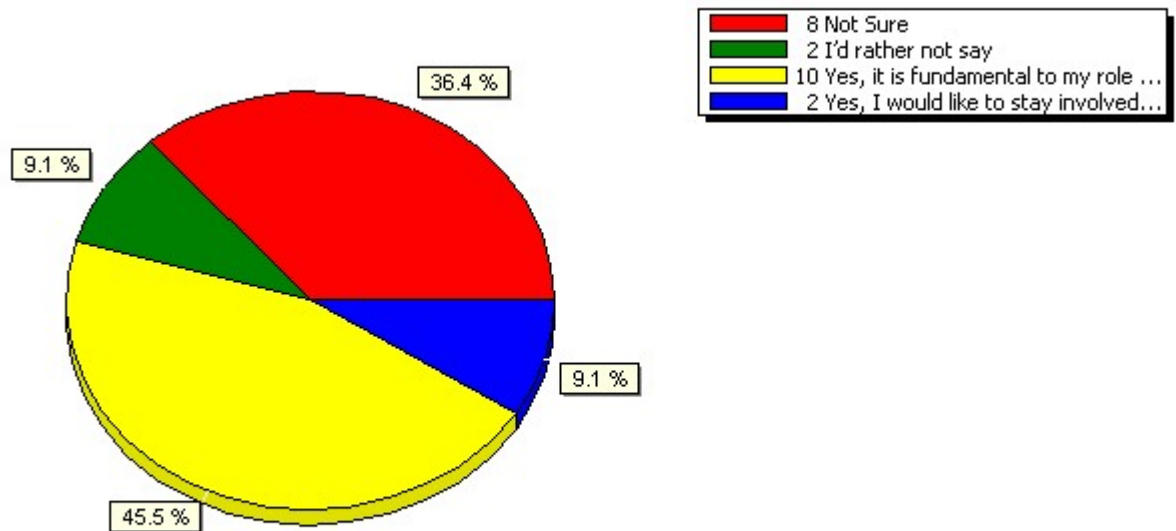


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16) Do you believe DMHA should continue use of the Consumer Services Review Process?



17) Do you plan to participate as a coordinator in future reviews?



Indiana FSSA DMHA

18) Please share any other comments or suggestions in the space that follows:

<b>Please share any other comments or suggestions in the space that follows:</b>
More objective data vs. subjective data and personal opinions
Gina was wonderful to work with. Kudos for a job done with competency, care and grace! The biggest source of frustration we're feeling is that of "mixed messages". We're frustrated that funding is not following the feedback. May limit improvements.
None
There are so many changes taking place, such as with dmha performance based funding and medicaid managed care, that it is difficult to absorb the potential benefits of the csr process.
I had the advantage of knowing the process being a reviewer/protocol development team. Awareness of process is key for coordinators; delegation skills a must for facilitating process
I am not sure that the benefits gained were worth the time and expense involved.
To elaborate on #!7. I suggest for my agency that all Directors rotate the coordination. As you know it demands much time and attention.
I have reservations in terms of the cost (time, money and lost productivity) vs benefits (results of this process)
I hope it goes away forever, if we are forced to participate again, I will do everything in my power to protect staff from the wasted hours of prep and the worthless time they spent hearing reviewers talking about their previous jobs and careers. It
It did seem to be a useful process and a good prep for our organization as we get ready for our Joint commission survey later this year.

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